

71. Do you have any significant outstanding issues today? Please explain:

Wave 1

Note: This question did not apply to Waves 1 and 2.

Wave 2

Note: This question did not apply to Waves 1 and 2.

Wave 3

1. We are still in parallel testing with major issues outstanding that would impair go live.
2. We've kept an ongoing list of questions. Once a question is answered, it may require follow-up questions. Edison has said that at some point, we need to stop asking questions. We shouldn't stop asking questions until our issues are completely resolved. Our Division does not perform linear day-to-day operational transactions. Our division performs transactions of high dollar volume that no other division performs. I assumed that Edison was closing the loop with our business partners throughout the state. They did not do this. We have worked with some partners for years. We recently found out that some of those partners have not been told how to handle transactions once wave 3 is implemented. We realized that Edison is taking no responsibility for closing the loop; that responsibility is ours. I am also concerned that there may be certain processes/procedures that have changed, and we may have not been notified of the change. We have huge balances transferring over on July 1. We are not able to verify the balances on either a fund or project basis as of today. We have certain payments that must be processed, sometimes on a 24 hour turn around that is no fault of ours. We've been told that we must monitor Edison to ensure that the transaction occurs timely. If it hasn't processed in a couple of hours, we need to begin communicating with F&A. Thus we need to know if Jan Sylvis and/or Mike Corricelli are available to approve a work around. This will be very time consuming!
3. 1) Role mapping explanations etc were not clear 2) Not sure of security clearances 3) Not really sure that financials will process correctly since we are not really sure that we had all of the necessary information, definitions etc from Edison 4) Agency has only had a couple of meetings concerning receivables but have not met this year concerning grants and other issues 5) It seems that there is more interest in getting wave 3 working than there is in making sure that wave 3 will work correctly. 6) I believe that agencies are still very confused regarding definitions and meanings of different processes, role mappings and transaction details. 7) Training did not really give us the necessary insight of what and why we are processing transactions. It basically just walked us through it.
4. Despite days and weeks of courses, at no time have I or anyone on my staff ever been given access to the Edison financial components. The classes have in no way been real training. They are merely high level overviews. Meanwhile, we "go-live" in about three weeks.

5. 1 - Process for use of the state payment card is overly time consuming and inefficient. 2 - Procurement/payment process for small value items is complicated and time consuming. 3 - There is a lack of reports and a lack of training for users to write queries and develop reports. The lack of a data map makes query writing even more difficult.
6. We are still in the process of testing interfaces and are still having issues although they are decreasing and Edison staff is responding to us.
7. We have asked to see examples of financial reports available to assist management in making better financial decisions. Thus far, the answers have been that there are queries from which management can derive intended meaningful reports. From a process or development viewpoint, we feel like Edison staff maybe know the functionality of the new system but are not knowledgeable of our processes or subsystems. We know our processes and systems but are not cognizant of how to best apply Edison since we are still novices in that arena. There has not been an adequate connection of how Edison can best serve us and that does not appear to be part of the scope of services performed by Edison staff to the department.
8. Travel reimbursement process and direct deposit of reimbursement changes our business process completely. Have asked for review and change.
9. Various issues regarding obtaining the results of transactions submitted via interfaces, as well as the purchase order process for interfaces. Staff attended a 1/2 day training regarding this, which was not very helpful. There are several other unresolved issues of lesser importance.